



**Galveston County is seeking a new Customer Support Technician for Information Technology!** The right candidate will be able to ensure proper computer operation so that end users can accomplish business tasks. This includes actively resolving end user help requests by diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

- **We have Excellent Benefits – Medical, Dental, AMAZING Retirement, Vision, Disability, Free Workout Facilities, Free Covered Parking at Moody Building, AFLAC and much, much more!**
- **Team Oriented Environment**
- **Hourly Rate: \$17.27**

**We want you to join our team of professionals and begin a long term career with the County!** If you meet the criteria listed below, please apply.

**Required Skills (MUST HAVE):**

- 4+ years in IT or a degree in Computer Information Systems or Computer Science
- Excellent customer service skills
- Exceptional written and oral communication skills
- Knowledge of advanced computer hardware, including system peripherals, USB, SATA, EIDE, printers, hard drives, and monitors.
- Experience with desktop and server operating systems, including Windows Server 2003/2008, Windows 7, Windows XP, VMware ESX/ESXi, and Citrix.
- Extensive application support experience with Microsoft Office Suite of products, and virus removal products.
- Working knowledge of a range of diagnostic utilities.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills
- Must pass Criminal Background check

**Duties:**

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Alert management to emerging trends in incidents.
- Assist in software releases and roll-outs according to Change Management best practices.
- Assist in providing Level I support.
- Act as an escalation point for advance or difficult help requests.
- Build rapport with service desk customers.
- Escalate problems (when required ) to the Customer Support Coordinator.
- Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting, including monitoring of Solarwinds alerts and making notifications.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Develop help sheets and FAQ lists for end users.

**To apply please visit our website: <http://www.galvestoncountytexas.gov/hr/Pages/Jobs-Online.aspx> and fill out our online application. Or apply in person at 722 Moody, 3rd Floor Human Resources Office.**

**ADA/Equal Employment Opportunity Employer/VETS WELCOME**